

**EXHIBIT C
CITY OF RENTON
HUMAN SERVICES DIVISION
SERVICE REPORT**

Date Submitted: July 6, 2011

Agency Name: Multi-Service Center

Program Name: Adult Education Program

Contact Person: Tracy Vandewall, Education & Employment Director Phone: 253 838-6810

Reporting Period: ☐ 1st Quarter, 2011 ☒ **2nd Quarter, 2011**
☐ 3rd Quarter, 2011 ☐ 4th Quarter, 2011

Or Month: Jan Feb Mar Apr May Jun Jul Aug Sept Oct Nov Dec
(please circle)

Service Report

Performance Measure	Annual Goal	Goal This Period	New Units This Period	Cumulative Units 2011
Performance Measure 1 Unduplicated City Clients Served	11	3	7	13
Performance Measure 2 Number of Tutoring Hours	68	17	19.5	69
Performance Measure 3				
Performance Measure 4				

Narrative Report:

Include information such as current trends, program developments, special events, publicity or community education efforts, etc. Be sure to address any discrepancies between the level of services actually provided and performance goals. Attach additional pages as necessary.

We are pleased to work closely with the city of Renton and to have met annual performance measures for 'Unduplicated Clients Served' and 'Number of Tutoring Hours.' Our Education Specialist is diligent in her efforts to enhance public awareness of our services and to further business partnerships. MSC is proud to offer classes that are small in number in order to provide individualized ABE, GED, and ESL academic support for those in need. This allows tutors to work one-on-one and be student-centered in their development of curriculum that addresses students' unique needs. Recent economic downward trends have caused more unemployed individuals to seek completion of their GED or to enhance their English skills so that they may become more self-sufficient and successful in the personal and professional lives.

A city of Renton Success Story as narrated by our Education Specialist:

One of our students, Ms. Y. is from the Ukraine and began her ESL class with the MSC in March of 2006. She stated that she passed her citizenship tests in June 2011 and will attend a naturalization ceremony on July 4, 2011. Ms. Y. said that it was her dream to obtain her U.S. citizenship, and now her dream has come true! She is very appreciative of her ESL class and instructor. Her instructor provided a significant amount of his time and energy in focusing on the students learning the English language. Now Ms. Y. is comfortable speaking with officers; especially the officers who interviewed her for citizenship. She is also more comfortable speaking with her neighbors and other community members.